

Support & Healing Shift

Players say that our game has emphasized healing too much & strayed too far from how much variety the class offered earlier in its introduction. In order to address this in a reasonable fashion, we should do a general pass over Champions in the class & normalize them into groups we can better unify and track.

Release

- Epic Link - TBD
- Dates
 - LOCK - 4/26
 - LIVE - 5/22

Core Pillars

1. Keep Our Supports Fun
 - Paladins has the reputation of the best hero shooter for Supports, despite all the mechanics we have working against them. This change should only make characters more fun, if it worsens their feel it's not worth it.
2. Enhance Existing Identities
 - Players claim a lot of Supports lost their identities over time, becoming more unified around Healing. Investigating and breaking them up into subgroups should help guide the shift.
3. Test The Waters for Change
 - No matter how, when, or from which project: change is coming to Paladins & using this as an opportunity to rock the boat and see how they react.

Problems to Solve

- Reducing Healing gamewide without causing too much frustration when AntiHeal is in effect.
- Supplementing Supports with utility that doesn't feel oppressive/worsen play for opponents.
- Handling outliers and dangerous deviations while generally buffing all non-Healing statistics.

Dependencies

- Ample playtesting and iteration time, a pass like this can be implemented fairly quickly however would need lots of eyes to make sure its developing in the right direction.
- Select Prog support if its deemed a Talent needs specific information/setup unable to be executed via GCT.

Key Considerations/Risks

- *Players could see these changes and react negatively. There is a chance the Healing enjoys will be upset we are reducing their playstyle, there's a chance the advocates don't fully appreciate the direction these changes take us.*
- *We have balanced Supports a lot the past 2 years, and after a pass like this if we don't hit it right it may not be the best investment for the next few updates. Basically, we should make sure if we do this it lands as well as it can.*
- *Moji would be shifting into Support alongside all these changes, so making sure to both keep the Class unified and more enjoyable while offering a new Support playstyle is crucial to both success and reception.*

Goals/OKRs

- **MVP**
 - Define Types of Support
 - Core Healers (Healing-focus)
 - Ying
 - Lillith
 - Seris
 - Io
 - Hybrid Supports (Damage-focus)
 - Corvus
 - Furia
 - Grohk
 - Pip
 - Grover
 - Utility Supports (CC/Buff-focus)
 - Rei
 - Mal'Damba
 - Jenos
 - Moji
 - Look at Talents and Playstyles
 - Which Talents fit their Type versus which shift them into another
 - Do any of these need assessment or adjustment?
 - Is it healthy to offer all 3 styles of play on a single Support?
 - Assumption: Yes* with reworks
 - If no, define which types are best for which styles
 - Adjust Healing & Effects to Shift Supports More Active
 - [Support Shifts Concept](#)
 - Generally, it would be a:
 - 5-8% increase in DPS for most Supports

- 10-15% decrease in Healing for most Supports
- Focused emphasis on key abilities & effects adjusted

Analytics/Success Criteria

- Support Play Rate & Win Rate
 - Generally shifts upward from the lower ones, but MVP no drastic drops
- Average Healing Done in a Match
 - Different ELO bands & queues
 - Siege
 - Ranked (low and high ELO)
 - Non-Siege Modes
- Average Damage Done by Supports
 - Slight increase classwide, specific pain points tuned down
 - Same places as AHD
- Sentiment & Feedback on 7.3 via Feedback Form
 - Dedicated question to the Support changes & their effects

Expected Outcomes/User Stories

- *As a Core Healer player, I expect to spend most of my time focused on sustaining my team & keeping us alive even during difficult, high-damage battles.*
- *As a Hybrid Support player, I expect to spend most of my time focused on providing my team supplementary healing and creating moments for aggressive pushes.*
- *As a Utility Support, I expect to spend most of my time balancing strong CC effects and/or buffs to teammates to allow for more nuanced engagements.*
